

ILLINOIS
COMMERCE COMMISSION

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WorldCom Ex. 2.1
Graves Rebuttal
WorldCom v. Illinois Bell
Docket No. 01-0412
September 10, 2001

CHIEF CLERK'S OFFICE

STATE OF ILLINOIS

ILLINOIS COMMERCE COMMISSION

MCI WorldCom Communications, Inc.

vs.

Illinois Bell Telephone Company, d/b/a
Ameritech Illinois

Complaint pursuant to Section
13-514 and 13-515 and other sections
of the Illinois Public Utilities Act

Docket No. 01-0412

REBUTTAL TESTIMONY OF ANDREW M. GRAVES

ON BEHALF OF

MCI WORLD COM COMMUNICATIONS, INC.

1 **Q. ARE YOU THE SAME ANDREW M. GRAVES WHO FILED DIRECT**
2 **TESTIMONY IN THIS MATTER?**

3 **A. Yes.**

4
5 **Q. AT PAGE 6 OF HER TESTIMONY, AMERITECH WITNESS BRIDGET**
6 **WHITTLE CLAIMS THAT AMERITECH HAS GONE BEYOND THE FCC**
7 **REQUIREMENTS FOR ACCOUNTS WITH PIC PROTECTION BECAUSE IT**
8 **ALLOWS CUSTOMERS TO CHANGE CARRIERS DURING THREE WAY**
9 **CALLS WITHOUT ALSO REQUIRING THE SUBMITTING CARRIER TO**
10 **SEPARATELY SUBMIT A FORMAL CHANGE ORDER THROUGH CARE.**
11 **HOW DO YOU RESPOND?**

12 **A. Ms. Whittle's testimony has completely ignored the fact that Ameritech is required to**
13 **follow this approach under Illinois law. As set forth in paragraphs 8 through 10 of the**
14 **Amended Complaint, on February 13, 1996 WorldCom (then MCI) joined with other**
15 **carriers to bring a complaint with the Illinois Commerce Commission against Ameritech in**
16 **Docket No. 96-0075 (the "*PIC Protection Marketing*" case, 1996 Ill.PUC Lexis 205). The**
17 **Commission's April 3, 1996 order, among other matters, ruled that Ameritech must allow**
18 **three-way conference calls and should not attempt to retain the customer's account during**
19 **these three-way calls.**

21 Additionally, as set forth in the Amended Complaint at paragraphs 13 through 14, on
22 October 27, 1997 WorldCom brought a complaint against Ameritech in Docket No. 97-
23 0540 (1997 Ill. PUC Lexis 914), hereinafter referred to as the "*Three-Way Calling*" case.
24 The Commission in the *Three-Way Calling* case issued its order on December 17, 1997
25 which ordered Ameritech to process PIC changes as part of three way calls. The
26 Commission concluded, in part, that during three way calls that "Ameritech representatives
27 may only determine the switching customers' names, telephone numbers and willingness
28 to switch intraMSA and/or interMSA services to another carrier. There is simply nothing
29 more for the Ameritech representatives to do but make the PIC change. The PIC change
30 must be made within 24 hours thereafter." (*Id.*, p. 12)

31
32 **Q: DO YOU HAVE ANY OTHER DISAGREEMENTS WITH MS.**
33 **WHITTLE'S DESCRIPTION OF THREE WAY CALLS?**

34
35 **A:** Yes. Ms. Whittle asserts that when three-way calls are used, carriers avoid the general
36 office queue. However, from the customer's perspective, the length of three-way calls with
37 Ameritech is approximately 7.5 minutes. This is far greater than the 2 minutes 19 seconds
38 referred to by Ms. Whittle at page 22 of her testimony. The difference in timing here is due
39 to the fact that MCI WorldCom must first contact the customer, explain to the customer the
40 purpose of the call, obtain the customer's permission to participate in a three way call, and

41 then be placed on hold with Ameritech prior to the Ameritech representative even starts to
42 participate on the call.

43 **Q. MS. WHITTLE AT PAGES 7 THROUGH 8 OF HER TESTIMONY SPECULATES**
44 **THAT ONE REASON WHY THE CUSTOMER SURVEY SHOWS THAT A**
45 **LARGE NUMBER OF AMERITECH CUSTOMERS WITH PIC PROTECTION**
46 **ARE UNAWARE OF IT MIGHT BE DUE TO THE “DIFFERENT**
47 **NOMENCLATURE” USED. HOW DO YOU RESPOND?**

48 **A.** The survey took into account the possibility that the customer might use different words to
49 convey the concept of PIC Protection. Still, the responses to question 15 of the survey
50 showed that 79% of the Ameritech Illinois customers either were completely unaware that
51 they had a PIC freeze or had forgotten that they had a PIC freeze.

52
53 The responses to survey question 17a (as set forth in Table 19 of the survey results –
54 Attachment “AG-B”) show that 76% of the Ameritech Illinois customers surveyed knew
55 that having a PIC Freeze prevents unauthorized service switches. It is thus readily apparent
56 that most of the Ameritech Illinois customers with PIC Protection know what PIC
57 Protection does, but that most do not believe that it is on their account. Further, as shown
58 by the responses to survey question 17b (as set forth in Table 20 of the survey results),
59 36% of those who responded affirmatively to question 17a that they knew what a PIC
60 Freeze prevents an unauthorized change in carriers, only became aware of this aspect of a

61 PIC Freeze after they tried to switch their service to MCI WorldCom.

62
63 Similarly, as shown by the responses to survey question 18a (as set forth in Table 22 of the
64 survey results) 80% of the Ameritech Illinois customers surveyed knew that having a PIC
65 Freeze means that long distance companies cannot apply or remove PIC Freezes on behalf
66 of the customer. This gives further support that most of the Ameritech Illinois customers
67 with PIC Protection know what PIC Protection does, but that most do not believe that it is
68 on their account. Further, as shown by the responses to survey question 18b (as set forth in
69 Table 23 of the survey results), 38% of those who responded affirmatively to question 18a
70 that they knew what a PIC Freeze prevents long distance companies from applying or
71 removing PIC Freezes on behalf of the customer, only became aware of this aspect of a
72 PIC Freeze after they tried to switch their service to MCI WorldCom.

73
74 As shown by the responses to survey question 19a (as set forth in Table 25 of the survey
75 results) 77% of the Ameritech Illinois customers surveyed knew that to remove a PIC
76 Freeze the customer must contact their local phone company directly. This shows that most
77 of the Ameritech Illinois customers with PIC Protection know what PIC Protection does,
78 but that most do not believe that it is on their account. Further, as shown by the responses
79 to survey question 19b (as set forth in Table 26 of the survey results), 50% of those who
80 responded affirmatively to question 19a that they knew that to remove a PIC Freeze that

81 they must contact their local phone company directly, only became aware of this aspect of
82 a PIC Freeze after they tried to switch their service to MCI WorldCom.

83 **Q. AT PAGES 8 THROUGH 10, MS. WHITTLE ATTEMPTS TO DEFEND THE**
84 **TELEVISION ADS WHICH AMERITECH PLACED FOR PIC PROTECTION.**
85 **HOW DO YOU RESPOND?**

86 A. Ms. Whittle correctly points out that under the FCC rules "all informational material
87 provided to customers" regarding PIC Protection must ". . . provide a clear and neutral
88 explanation of what PIC Protection is, what services it applies to, the procedures for
89 removing it and that these procedures are in addition to other verification requirements
90 mandated by the FCC."

91
92 Yet, Ms. Whittle did not even attempt to apply these required standards to the television
93 ads. The ads grossly violate these standards. The ads do not provide a clear and neutral
94 explanation of what PIC Protection is, the ads only assert that PIC Protection applies to
95 local toll service, the ads do not identify any procedures for removing PIC Protection, and
96 the ads do not explain that these procedures are in addition to other verification
97 requirements mandated by the FCC.

98
99 I also take issue with the implied assertion in the testimony of Ms. Whittle that one ad only
100 ran in Illinois in the first quarter of 1999 and that the other ad never ran in Illinois. This is

101 absolutely false. The "Hal's Market" ad, the one which Ameritech failed to produce in
102 discovery and the one which Ms. Whittle appears to assert never ran in Illinois in fact ran
103 extensively in Illinois in 1999. Attached as Attachment "AG_H" are printouts from
104 Competitrack, Inc., showing various times and television stations that this ad ran in
105 Chicago. This is a company which tracks information of this nature.

106
107 The other ad - the "House Slamming" ad, also ran extensively in Chicago. While Ms.
108 Whittle states that the ad "did run in Illinois in the first quarter 1999" (Whittle testimony,
109 page 9) this statement is deceptive. In fact, this ad ran extensively in 1999. Attached as
110 Attachment "AG_I" are printouts from Competitrack, Inc., showing various times and
111 television stations that this ad ran in Chicago.

112
113 I have also recently discovered two print ads of Ameritech which ran in 1999 and which
114 Ameritech failed to produce in response to discovery request 4. (Ameritech's entire
115 response to discovery request 4 is set forth as Attachment "AG-J"). These print ads are
116 attached as Attachments "AG-K" and "AG-L". These print ads contain misleading and
117 incomplete descriptions of PIC Protection, similar to the misleading televised ads.
118 Attached as Attachment "AG-M" are printouts from Competitrack, Inc., showing the
119 various dates these print ads ran in Chicago area publications.

121 **Q. MS. WHITTLE'S TESTIMONY (AT PAGES 17-18) CRITICIZES THE USE OF**
122 **THE WORD "PIC" IN MCI WORLDCOM'S PROPOSED EA SCRIPTING. IS**
123 **THIS CRITICISM VALID?**

124 A. No. So long as the scripting describes what PIC protection does, most customers will be
125 able to identify it regardless of the particular branding used by Ameritech. Also, this
126 scripting is not presently carved in stone and can be changed to include the terms "PIC
127 Protection" and "Slamming Protection". MCI WorldCom is willing to work with
128 Ameritech and Illinois Staff on the scripting.

129
130 **Q. NEVERTHELESS, MS. WHITTLE AT PAGE 18 STATES THAT SOME**
131 **CUSTOMERS MAY BE CONFUSED AND HAVE QUESTIONS DURING THE EA**
132 **PROCESS. DOES THIS REPRESENT A FLAW IN THE EA PROPOSAL?**

133 A. No. MCI WorldCom acknowledges that some customers may have questions despite the
134 explanation contained in the scripting. Ms. Whittle suggests that this would place TPV or
135 EA agents in the awkward and perhaps prohibited position of having to further explain the
136 meaning of "PIC freeze." This is not, in fact, the case. If a customer has questions about
137 the meaning of "PIC freeze" the EA agent can use approved scripting to answer these type
138 of questions so long as no marketing is involved. If the customer continues to have
139 questions, the customer will be treated as if he has not agreed to use EA.

140 At page 18 of her testimony, Ms. Whittle claims that the FCC shares her concern that

141 having a TPV or EA agent mention PIC freezes would be confusing to customers. First,
142 she provides the wrong citation as she references paragraph 41 of the order, but the
143 quotation is from paragraph 42. Second, the quote she includes in her testimony when
144 viewed in context refers to the FCC's views with respect to carriers using TPV agents to
145 discuss their preferred carrier freeze offerings because TPV agents should not be used to
146 market freezes.

147
148 42. We further conclude that third party verifiers may not dispense information
149 concerning the carrier or its services, including information regarding preferred
150 carrier freeze procedures or other non-telecommunications services that the
151 carrier may offer to the subscriber. Allowing third party verifiers to effectively
152 market the carrier's services could compromise the third party verifiers'
153 independence and neutrality because verifiers could easily be drawn into
154 presenting the particular market viewpoints of carriers by whom they are
155 retained. In addition, providing the verifier with certain carrier information
156 could result in the disclosure of proprietary information to competing carriers.
157 We also believe that incorporating information about preferred carrier freezes
158 into the verification script is likely to be confusing and would prolong the
159 verification process unnecessarily.

160
161 (Third Report and Order on Reconsideration, CC Docket No. 94-129, FCC 00-255, ¶ 42).

162 The FCC in its discussion here is not talking about a simple confirmation that a customer
163 wishes to lift a freeze.

164
165 **Q. IS IT NECESSARY FOR THE EA SCRIPTING TO DISCUSS INTRA AND**
166 **INTERMSA PIC FREEZES SEPARATELY?**

167

168 A. No. If a customer has asked to change only one type of service, the script can reasonably
169 be interpreted to apply only to the relevant freeze. If the customer has asked to switch
170 more than one service, it can reasonably be interpreted to apply to all affected services. If
171 the Commission believes that more defined language would be helpful, however, MCI
172 WorldCom has no objection to making appropriate changes. I disagree with Ms. Whittle's
173 suggestion that this cannot be accomplished without generating undue customer confusion.

174

175 **Q. DO YOU AGREE WITH MS. WHITTLE WHERE AT PAGES 18-19 SHE STATES**
176 **THAT A CUSTOMER MAY BE BETTER SERVED IF THE ACCOUNT REMAINS**
177 **SUBJECT TO PIC PROTECTION AFTER A CARRIER SWITCH IS**
178 **ACCOMPLISHED THROUGH EA?**

179 A. MCI WorldCom would not object to the freeze remaining on the customer's account after
180 the carrier change has been completed and is willing to alter its scripting to make this clear.

181

182 **Q. MS. WHITTLE AT PAGES 21 THROUGH 22 HAS SEVERAL COMMENTS ON**
183 **THE EA TRIAL CONDUCTED IN FLORIDA. HOW DO YOU RESPOND?**

184 A. Ms. Whittle's testimony misstates the facts.

185

186 The Florida EA test was a great success. Ms. Whittle is wrong in stating that 70 orders (or

187 40% of the orders) were originally rejected. These 70 orders did not qualify for the test
188 because the customer was already switched to their carrier of choice through normal
189 processes. During this test, MCI WorldCom kept its normal processes in place. These
190 normal processes included sending a postcard to all customers who had agreed to switch to
191 MCI WorldCom and attempting three way calls. Also, some customers on their own called
192 the local carrier to have the change in carriers implemented.

193
194 Ms. Whittle is correct that these customers were likely "frustrated" by the delay. This is
195 why we need EA to allow customer choice to be implemented. While there were some
196 delays in getting the .wav files to the local carrier at the beginning of the test, this was soon
197 corrected and would not be an issue for a full scale operation in Illinois.

198
199 Ms. Whittle is also incorrect in implying that 32 of the 90 .wav files which were processed
200 by the local carrier are of the type of files which Ameritech would not be required to
201 process if it were ordered to implement EA. The local carrier in the test referred to these 32
202 files as files which it did process but in hindsight asserted that it should not have
203 processed. The reason for this statement were the terms of the Florida EA test which
204 provided that the social security number was to be provided (or last four digits of the
205 social security number). In these 32 files the customer provided other identifying
206 information such as the commonly accepted date of birth. (In fact the test plan was

207 somewhat ambiguous as the title above this portion of the script refers to "DOB" meaning
208 date of birth as something that would be accepted). If EA were to be implemented in
209 Illinois, Ameritech would be required to accept either the social security number, last four
210 digits of the social security number, or date of birth as appropriate identifying information.
211 Thus, under the business rules which would be in place in Illinois, these 32 files would
212 have been properly processed.

213
214 Ms. Whittle is also incorrect in stating that because two customers claimed that their
215 change was unauthorized that the EA did not work. As set forth in the August 29, 2001,
216 Reuters newswire, quoting an FCC official (inaccurately referred to by Ms. Whittle as the
217 August 30, 2001 FCC Press Release), " 'It's important to note just because someone has
218 made a complaint does not mean there's been wrongdoing on behalf of a carrier.'" Here the
219 .wav file provides objective evidence of the customer's desire to change carriers. The
220 recording should control over the bare allegation of a forgetful customer. Both of these
221 installations were in fact authorized.

222
223 Ms. Whittle is also incorrect in stating that EA is unreliable because some limited number
224 of the .wav files were not sent to the local carrier because a.) the files hard to hear, b.)
225 static was on the line, c.) customer comprehension was questionable, or d.) the .wav file
226 was outdated. She says that because of this EA is "clearly not ready for prime time." While

227 a certain number of files were not sent to the local carrier in the test on these grounds, this
228 only shows that EA is working. The fact that some limited number of files were hard to
229 hear or had static would be similar to a written LOA which is illegible. The remedy there
230 would be to not process the LOA. Under the Ameritech reasoning, all LOAs should be
231 outlawed because some are illegible. Ameritech is clearly out of step with reality.

232
233 The fact that customer comprehension was questioned by MCI WorldCom further shows
234 the validity of EA as it prevents questionable authorizations from being processed.

235
236 Finally, the fact that certain .wav files were outdated was a condition early in the test which
237 was corrected later in the test. It is also strange that Ameritech should be complaining
238 about situations where EA files were not sent to the local carrier. Its concern about not
239 receiving enough .wav files suggests that Ameritech can handle full implementation of EA.

240
241 Ms. Whittle also complains about the length of the .wav files of nearly 4 minutes compared
242 to Ameritech's statement that the length of its three-way calls is 2 minutes and 19 seconds.
243 She again is using misleading statistics. Her statistics only measure the length of time that
244 the Ameritech representative is on the telephone. The entire length of three way calls with
245 Ameritech Illinois from the customer's perspective (from the time MCI WorldCom
246 initiates the call with the customer, and including hold time with Ameritech) averages 7.5

247 minutes. This is in addition to the time previously spent by the customer on the prior TPV
248 call, which averages ____ minutes. EA thus saves the customers time and helps to have the
249 customer in control of the situation. Also, as the survey showed, most customers prefer
250 EA. Those who do not want to use EA are not forced to use it.

251
252 Ms. Whittle's statement at pages 22-23 about additional Ameritech representative time
253 being required to report back the results on the status of the .wav file review is also
254 misinformed. This was only a requirement for the test, and most tests have similar steps of
255 this nature. Once EA is in production, the parties can use the present CARE procedures to
256 report on any PIC changes. Ameritech would send a confirmation if the .wav file were
257 accepted. Ameritech would send a 2166 (reject based on PIC Protection) if the .wav file
258 were appropriately rejected.

259
260 What Ameritech has ignored is that the EA test was overwhelmingly successful with 81%
261 of the customer's who initially had their PIC choice rejected due to PIC Protection having
262 their choice appropriately implemented. (See page 6 of Attachment "AG-N", the MCI
263 WorldCom final report on the EA test.

264 **Q. AT PAGES 19-20 MS. WHITTLE CLAIMS THAT EA MIGHT RESULT IN**
265 **FRAUD BECAUSE AMERITECH HAS NO WAY OF KNOWING WHEN THE**
266 **.WAV FILE WAS RECORDED AND AMERITECH EQUIPMENT IS NOT BEING**

USED TO MAKE THE RECORDINGS. HOW DO YOU RESPOND?

A. The EA agent can have the .wav files marked with a date and time stamp. This will show Ameritech when the customer provided the authorization.

I am also surprised the Ameritech is now claiming that one of its objections is that its own equipment would not be used. In the *Three Way Calling* case (referred to in the Amended Complaint at pages 5-6, paragraphs 13 and 14) Ameritech successfully fought against a proposed requirement that it provide recording equipment as part of the VRU process. EA addresses this ruling by having the EA agent provide the recording at the expense of the interexchange carrier.

Q. MS. WHITTLE AT PAGE 23 STATES THAT MCI WORLDCOM IS SIMPLY SEEKING TO TRANSFER THE ENTIRE BURDEN OF PIC PROTECTION TO AMERITECH, BUT THAT THE BURDEN SHOULD BE SHARED EQUALLY. HOW DO YOU RESPOND?

A. She is correct that the burden should be shared, but is incorrect that MCI WorldCom is seeking to transfer the entire burden to Ameritech. MCI WorldCom is going to great lengths and expense to hire the EA agent who will conduct the recordings and send the .wav recordings to Ameritech. This is where the bulk of the expense to be incurred. All that Ameritech has to do is listen to the recordings and then process the appropriate order. This process is easier for customers. Also, this process allows Ameritech to rationalize the use

287 of its service representatives so that instead of handling three way calls during busy
288 periods, it can wait until slower time periods of the day to review the .wav recordings.

289

290 **Q. DOES THIS CONCLUDE YOUR REBUTTAL TESTIMONY?**

291 **A. Yes.**

Jim Denniston

From: Jim Denniston [James.Denniston@wcom.com]
Sent: Monday, September 10, 2001 1:39 PM
To: Matthew.Pachman@wcom.com
Subject: RE: draft paragraph

Matt,

How does this read?

Jim
=====

If these technical obstacles and limitations of the VRU could be overcome, Ameritech's proposal would still require the customer to undergo unnecessary and burdensome steps. Customers certainly would not wish to go through a call that could require up to four separate lengthy segments. These segments are as follows:

- A.) The process would begin with the initial sale call. Presently, sales calls to Ameritech customers on average at least 10.1 minutes.
- B.) The customer would then participate in a call to the VRU to determine whether a PIC freeze is in place. The use of the VRU (where it works and where the social security number is embedded) would range from 1.5 minutes to 3.3 minutes (based on my personal observations on September 5, 2001, and depending upon whether the customer did not have PIC Protection or had PIC Protection and needed to lift the PIC Protection).
- C.) The customer would then have to participate in the TPV process which averages from 2.1 to 2.3 minutes.
- D.) Finally, the customer with PIC Protection would have to participate in a three-way call, which, as my colleague Andrew Graves explains in his rebuttal testimony, can take as long as 7.5 minutes.

In sum, use of the VRU (where the VRU works) would force customers with PIC Protection to spend almost 23 minutes (the sum of 10.1 + 3.3 + 2.1 + 7.5) on the phone to switch to MCI WorldCom. If EA were used, on the other hand, the total customer time on the telephone would be about 14.1 minutes (10.1 + about 4 minutes for EA verification).

Rather than exercising the control over their accounts that Ameritech acknowledges is a central goal of PIC Protection, customers using the VRU would feel as if they are being subjected to unnecessary hassles. Again, the EA proposal provides a customer with the greatest degree of control over his account because it allows him or her to be the sole party capable of authorizing his LEC to change his PIC, but does so with the fewest number of steps and in the most convenient manner. It is also a method that works.

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							Attachment "AG-H"	
MASTERCOD	TITLE	PRODUCT_NAME	GEO_NAM	STATION_NAM	AIR_DATE	AIR_TIME	PROGRAM_NAME	COST
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WBBM	20-Jan-99	22:20	10 PM Local News		3.9
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WBBM	22-Jan-99	22:28	10 PM Local News		4.3
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WBBM	28-Jan-99	22:21	10 PM Local News		3
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WBBM	16-Feb-99	18:59	Entertainment Tonight		5.5
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WBBM	21-Feb-99	18:58	60 Minutes-Weekend		8.2
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WBBM	28-Feb-99	19:31	Touched By An Angel		9.9
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WBBM	14-Mar-99	9:55	Sunday Morning		0.9
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WFLD	24-Jan-99	21:18	9 PM Local News		5.9
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WFLD	3-Feb-99	7:14	Fox: Thing In The Morning		0.4
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WFLD	5-Feb-99	21:10	9 PM Local News		4.4
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WFLD	8-Feb-99	7:29	Fox: Thing In The Morning		0.4
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WFLD	9-Feb-99	7:53	Fox: Thing In The Morning		0.4
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WFLD	10-Feb-99	21:13	9 PM Local News		6.4
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WFLD	16-Feb-99	21:39	9 PM Local News		3.8
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WFLD	19-Feb-99	21:53	9 PM Local News		2.8
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WFLD	21-Feb-99	21:33	9 PM Local News		6
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WFLD	23-Feb-99	21:36	9 PM Local News		3.5
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WFLD	26-Feb-99	21:18	9 PM Local News		6.7
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WFLD	28-Feb-99	21:57	9 PM Local News		5.7
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WFLD	2-Mar-99	21:20	9 PM Local News		7.4
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WFLD	2-Mar-99	21:56	9 PM Local News		5.7
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WFLD	4-Mar-99	21:57	9 PM Local News		7
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WFLD	5-Mar-99	21:47	9 PM Local News		4.6
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WFLD	6-Mar-99	21:57	9 PM Local News		4.9
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WFLD	7-Mar-99	21:56	9 PM Local News		5.7
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WFLD	14-Mar-99	21:38	9 PM Local News		4.8
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WGN	22-Jan-99	19:46	Gospel Show		1.1
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WGN	22-Jan-99	21:52	9 PM Local News		1.9
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WGN	23-Jan-99	18:11	Friends		2.9
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WGN	23-Jan-99	19:27	Saturday Night Movie		0.7
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WGN	24-Jan-99	21:07	9 PM Local News		1.7
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WGN	30-Jan-99	18:19	Friends		2.3
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WGN	1-Feb-99	21:09	9 PM Local News		2.3
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WGN	5-Feb-99	21:10	Sports Special		4.8
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WGN	9-Feb-99	20:33	Hyperion Bay		2.4
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WGN	9-Feb-99	21:44	9 PM Local News		2
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WGN	11-Feb-99	19:27	Bulls Eye		1.4
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WGN	12-Feb-99	21:54	9 PM Local News		2.1

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Attachment "AG-H"

AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WGN	13-Feb-99	17:50 Friends	1.5
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WGN	13-Feb-99	21:14 9 PM Local News	2.3
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WGN	15-Feb-99	21:54 9 PM Local News	2.7
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WGN	17-Feb-99	21:15 9 PM Local News	2.7
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WGN	19-Feb-99	19:10 Basketball: Chicago Bulls	2.3
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WGN	19-Feb-99	21:49 9 PM Local News	2
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WGN	20-Feb-99	21:46 9 PM Local News	2.8
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WGN	23-Feb-99	21:35 9 PM Local News	1.7
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WGN	25-Feb-99	21:43 9 PM Local News	1.9
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WGN	27-Feb-99	19:33 Basketball: Chicago Bulls	1.8
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WGN	28-Feb-99	21:21 9 PM Local News	2.8
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WGN	3-Mar-99	21:31 9 PM Local News	1.8
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WGN	4-Mar-99	21:14 9 PM Local News	2.4
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WGN	6-Mar-99	21:12 9 PM Local News	3.1
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WGN	6-Mar-99	21:30 9 PM Local News	1.6
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WGN	7-Mar-99	21:55 9 PM Local News	2.8
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WGN	11-Mar-99	21:26 Basketball: Chicago Bulls	2.9
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WLS	18-Jan-99	8:39 Good Morning America	1.2
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WLS	19-Jan-99	18:56 Wheel Of Fortune	6.9
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WLS	19-Jan-99	19:01 Wheel Of Fortune	8.9
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WLS	21-Jan-99	19:57 Vengeance Unlimited	7.1
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WLS	23-Jan-99	18:57 Wheel Of Fortune	4.9
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WLS	24-Jan-99	21:44 The Practice	9.6
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WLS	26-Jan-99	18:20 6 PM Local News	5.5
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WLS	26-Jan-99	18:52 Wheel Of Fortune	6.6
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WLS	27-Jan-99	7:46 Good Morning America	1
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WLS	29-Jan-99	18:51 Wheel Of Fortune	6.3
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WLS	1-Feb-99	22:07 10 PM Local News	7.7
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WLS	2-Feb-99	16:22 4PM Local News	3.3
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WLS	13-Feb-99	21:31 Figure Skating	7.6
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WLS	14-Feb-99	22:11 10 PM Local News	9.8
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WLS	18-Feb-99	18:57 Wheel Of Fortune	6.8
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WLS	20-Feb-99	22:24 10 PM Local News	4.7
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WLS	1-Mar-99	18:58 Wheel Of Fortune	7.3
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WLS	5-Mar-99	16:12 4PM Local News	4.1
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WLS	6-Mar-99	22:22 10 PM Local News	5.4
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WLS	8-Mar-99	21:32 ABC News Special	6.7
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WLS	13-Mar-99	22:15 10 PM Local News	6.7
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WLS	14-Mar-99	10:25 This Week	1

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AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WMAQ	21-Jan-99	17:11 4:30 PM Local News	1.8
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WMAQ	21-Jan-99	22:12 10 PM Local News	9.7
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WMAQ	23-Jan-99	22:26 10 PM Local News	6
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WMAQ	26-Jan-99	18:57 Access Hollywood	1.8
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WMAQ	26-Jan-99	20:45 Will And Grace	8.4
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WMAQ	30-Jan-99	17:26 5 PM Local News	1.2
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WMAQ	30-Jan-99	18:53 Access Hollywood	2.2
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WMAQ	30-Jan-99	21:25 Profiler	4.4
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WMAQ	31-Jan-99	17:22 5 PM Local News	0.7
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WMAQ	5-Feb-99	22:07 10 PM Local News	4.2
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WMAQ	6-Feb-99	18:57 Access Hollywood	1.9
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WMAQ	6-Feb-99	20:45 The Pretender	7.1
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WMAQ	7-Feb-99	21:27 Movie: The Sixties	14
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WMAQ	8-Feb-99	17:10 4:30 PM Local News	1.2
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WMAQ	13-Feb-99	18:56 Chicagoing With Bill Campbell	2.5
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WMAQ	13-Feb-99	21:58 Profiler	6
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WMAQ	14-Feb-99	9:29 9 AM Local News	0.6
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WMAQ	15-Feb-99	20:34 Movie: To Serve and Protect	7.8
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WMAQ	17-Feb-99	20:12 Confirmation: The Hard Evidence of Aliens Amon	9.3
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WMAQ	22-Feb-99	22:25 10 PM Local News	5
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WMAQ	11-Mar-99	22:19 10 PM Local News	6.9
AMERTL-2049	Hals Market Slamming Protectio	Chicago*	WMAQ	18-Mar-99	22:29 10 PM Local News	8.3

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MASTERCOD	TITLE	PRODUCT_NAME	GEO_NAME	STATION_NAM	AIR_DATE	AIR_TIME	PROGRAM_NAME	COST
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WBBM	1-Dec-99	17:29	5 PM Local News	1.9
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WBBM	2-Dec-99	22:25	10 PM Local News	3.6
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WBBM	3-Dec-99	17:28	5 PM Local News	1.3
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WBBM	7-Dec-99	20:55	60 Mintues II	9.7
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WBBM	8-Dec-99	17:14	5 PM Local News	1.2
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WBBM	9-Dec-99	22:22	10 PM Local News	3.6
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WBBM	10-Dec-99	22:30	10 PM Local News	0.5
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WBBM	14-Dec-99	20:38	60 Mintues II	6.4
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WBBM	14-Dec-99	22:10	10 PM Local News	5.3
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WBBM	15-Dec-99	22:30	10 PM Local News	1.1
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WFLD	11-Nov-99	21:22	9 PM Local News	7.1
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WFLD	12-Nov-99	22:02	9 PM Local News	4.5
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WFLD	3-Dec-99	7:55	Fox: Thing In The Morni	0.6
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WFLD	8-Dec-99	8:39	Fox: Thing In The Morni	0.5
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WFLD	8-Dec-99	22:04	9 PM Local News	3.8
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WFLD	13-Dec-99	19:01	Seinfeld	4
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WFLD	15-Dec-99	8:15	Fox: Thing In The Morni	0.6
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WFLD	16-Dec-99	21:24	9 PM Local News	5.6
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WGN	5-Nov-99	21:14	9 PM Local News	2.1
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WGN	9-Nov-99	21:18	9 PM Local News	2
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WGN	10-Nov-99	19:55	10 PM Local News	2.9
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WLS	27-Oct-99	17:10	5 PM Local News	3.5
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WLS	28-Oct-99	16:48	4 PM Local News	2.3
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WLS	29-Oct-99	22:17	10 PM Local News	7.8
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WLS	13-Dec-99	17:31	5 PM Local News	4
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WLS	14-Dec-99	18:11	6 PM Local News	5.6
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WLS	15-Dec-99	18:18	6 PM Local News	5.8
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WMAQ	3-Nov-99	16:44	4:30 PM Local News	1.3
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WMAQ	5-Nov-99	22:25	1 PM Local News	5.8
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WMAQ	9-Nov-99	22:34	10 PM Local News	2.7
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WMAQ	29-Nov-99	21:34	Dateline NBC-Weekday	10.1
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WMAQ	1-Dec-99	16:46	4:30 PM Local News	1.6
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WMAQ	1-Dec-99	18:09	6 PM Local News	2.9
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WMAQ	1-Dec-99	22:13	10 PM Local News	9.3
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WMAQ	3-Dec-99	16:54	4:30 PM Local News	1.6
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WMAQ	8-Dec-99	16:41	9 PM Local News	1.3
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WMAQ	10-Dec-99	22:11	10 PM Local News	5
AMERTL-2392	Hals Market I	Slamming Protectio	Chicago*	WMAQ	11-Dec-99	22:09	10 PM Local News	3.5

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AMERTL-2392 Hals Market I Slamming Protectio Chicago*

WMAQ

13-Dec-99

22:11 10 PM Local News

9.3

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MASTERCOD	TITLE	PRODUCT_NAME	GEO_NAME	STATION_NAM	AIR_DATE	AIR_TIME	PROGRAM_NAME
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WBBM	20-Jan-99	20:35	60 Mintues II
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WBBM	20-Jan-99	20:58	60 Mintues II
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WBBM	20-Jan-99	22:25	10 PM Local News
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WBBM	31-Jan-99	22:10	10 PM Local News
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WBBM	7-Feb-99	19:57	Touched By An Angel
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WBBM	8-Feb-99	16:52	4:30 PM Local News
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WBBM	9-Feb-99	17:24	4:30 PM Local News
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WBBM	14-Feb-99	21:32	Movie: Deep in My Heart
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WBBM	19-Feb-99	19:20	Kids Say The Darndest Things
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WBBM	20-Feb-99	18:59	Siskel & Ebert
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WBBM	20-Feb-99	21:42	Walker, Texas Ranger
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WBBM	23-Feb-99	18:59	Entertainment Tonight
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WBBM	26-Feb-99	18:57	Entertainment Tonight
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WBBM	27-Feb-99	19:59	Early Edition
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WBBM	5-Dec-99	19:46	Touched By An Angel
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WBBM	5-Dec-99	21:14	Sunday Night Movie
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WFLD	24-Jan-99	18:39	World's Funniest!
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WFLD	25-Jan-99	20:01	Melrose Place
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WFLD	26-Jan-99	20:34	Guinness World Records
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WFLD	26-Jan-99	20:43	Guinness World Records
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WFLD	2-Feb-99	7:52	Fox: Thing In The Morning
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WFLD	12-Feb-99	7:50	Fox: Thing In The Morning
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WFLD	14-Feb-99	18:31	World's Funniest
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WFLD	14-Feb-99	21:33	9 PM Local News
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WFLD	19-Feb-99	19:43	X-Files
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WFLD	19-Feb-99	20:29	Millennium
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WFLD	21-Feb-99	18:31	World's Funniest
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WFLD	26-Feb-99	20:30	Movie: Seven
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WFLD	2-Mar-99	20:28	Opening the Lost Tombs: Live From Egypt
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WFLD	7-Mar-99	17:58	The Simpsons
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WGN	19-Jan-99	19:57	Buffy The Vampire Slayer
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WGN	23-Jan-99	19:18	Saturday Night Movie
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WGN	24-Jan-99	21:53	9 PM Local News
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WGN	25-Jan-99	19:57	Seventh Heaven (Weekday)
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WGN	25-Jan-99	21:45	9 PM Local News
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WGN	29-Jan-99	20:35	Friday Night Movie
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WGN	1-Feb-99	19:07	Seventh Heaven (Weekday)
AMERTL-2050	House Slammin	Slamming Protectio	Chicago*	WGN	1-Feb-99	20:14	Hyperion Bay

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AMERTL-2050 House SlamminSlamming Protectio Chicago*	WGN	1-Feb-99	20:35 Hyperion Bay
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WGN	7-Feb-99	12:49 Sunday Afternoon Movie
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WGN	7-Feb-99	17:56 Sunday Afternoon Movie
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WGN	11-Feb-99	20:09 Bulls Eye
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WGN	13-Feb-99	12:16 Chicago Auto Show
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WGN	13-Feb-99	20:07 Saturday Night Movie
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WGN	14-Feb-99	21:15 9 PM Local News
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WGN	15-Feb-99	20:33 Hyperion Bay
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WGN	15-Feb-99	20:57 Hyperion Bay
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WGN	16-Feb-99	20:57 Felicity
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WGN	19-Feb-99	19:24 Basketball: Chicago Bulls
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WGN	20-Feb-99	19:50 Saturday Night Movie
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WGN	24-Feb-99	20:27 Dawson's Creek
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WGN	25-Feb-99	20:58 Turks
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WGN	26-Feb-99	19:50 Friday Night Movie
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WGN	6-Mar-99	18:08 Friends
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WGN	7-Mar-99	17:56 Black Forum
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WGN	7-Mar-99	19:49 Smart Guy
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WGN	12-Mar-99	20:16 Basketball: Chicago Bulls
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WGN	5-Apr-99	21:54 9 PM Local News
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WGN	5-Nov-99	19:18 Jamie Foxx Show
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WLS	20-Jan-99	18:42 Wheel Of Fortune
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WLS	20-Jan-99	20:14 Drew Carey
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WLS	24-Jan-99	22:10 10 PM Local News
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WLS	25-Jan-99	18:49 Wheel Of Fortune
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WLS	25-Jan-99	20:51 Movie: My Last Love
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WLS	26-Jan-99	16:50 4PM Local News
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WLS	26-Jan-99	18:32 Wheel Of Fortune
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WLS	26-Jan-99	22:17 10 PM Local News
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WLS	29-Jan-99	18:31 Wheel Of Fortune
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WLS	31-Jan-99	18:19 Movie: Muppet Treasure Island
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WLS	2-Feb-99	8:17 Good Morning America
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WLS	8-Feb-99	22:25 10 PM Local News
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WLS	14-Feb-99	19:29 Wonderful World of Disney: Cinderella
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WLS	18-Feb-99	20:47 Movie: Stephen King's Storm of The Century
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WLS	19-Feb-99	8:39 Good Morning America
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WLS	20-Feb-99	20:58 Movie: A Very Brady Sequel
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WLS	20-Feb-99	21:30 Love American Style
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WLS	22-Feb-99	7:55 Good Morning America

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AMERTL-2050 House SlamminSlamming Protectio Chicago*	WLS	23-Feb-99	7:18 Good Morning America
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WLS	25-Feb-99	21:58 Vengeance Unlimited
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WLS	27-Feb-99	20:29 Movie: Up Close & Personal
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WLS	6-Mar-99	18:58 Wheel Of Fortune
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WLS	30-Mar-99	16:51 4PM Local News
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WMAQ	22-Jan-99	22:18 10 PM Local News
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WMAQ	23-Jan-99	21:22 Figure Skating: The World Professional Champio
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WMAQ	26-Jan-99	22:29 10 PM Local News
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WMAQ	31-Jan-99	18:36 Movie: Clueless
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WMAQ	31-Jan-99	19:37 Movie: Clueless
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WMAQ	31-Jan-99	20:58 Movie: Miami Rhapsody
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WMAQ	7-Feb-99	20:37 Movie: The Sixties
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WMAQ	8-Feb-99	20:33 Movie: The Sixties
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WMAQ	13-Feb-99	20:46 The Pretender
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WMAQ	13-Feb-99	21:12 Profiler
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WMAQ	13-Feb-99	22:27 10 PM Local News
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WMAQ	14-Feb-99	22:23 10 PM Local News
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WMAQ	11-Mar-99	22:07 10 PM Local News
AMERTL-2050 House SlamminSlamming Protectio Chicago*	WMAQ	29-Mar-99	18:57 Access Hollywood

MASTERCOD	TITLE	PRODUCT_NAME	GEO_NAME	STATION_NAM	AIR_DATE	AIR_TIME	PROGRAM_NAME
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WBBM	9-Nov-99	18:58	Entertainment Tonight
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WBBM	6-Dec-99	17:22	5 PM Local News
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WBBM	12-Dec-99	21:01	Touched By An Angel
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WFLD	30-Oct-99	21:20	9 PM Local News
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WFLD	13-Nov-99	21:37	10 PM Local News
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WFLD	29-Nov-99	20:33	Ally McBeal
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WFLD	2-Dec-99	21:49	9 PM Local News
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WFLD	3-Dec-99	21:44	9 PM Local News
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WFLD	6-Dec-99	20:46	Ally
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WFLD	6-Dec-99	22:01	9 PM Local News
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WFLD	8-Dec-99	21:28	9 PM Local News
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WFLD	9-Dec-99	8:59	Fox: Thing In The Morning
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WFLD	13-Dec-99	8:40	Fox: Thing In The Morning
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WFLD	14-Dec-99	21:19	9 PM Local News
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WFLD	15-Dec-99	21:32	9 PM Local News
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WFLD	18-Dec-99	17:59	Third Rock From The Sun
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WFLD	18-Dec-99	18:52	King Of The Hill
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WGN	25-Oct-99	20:34	Safe Harbor
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WGN	30-Oct-99	19:36	Saturday Night Movie
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WGN	30-Oct-99	19:56	Saturday Night Movie
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WGN	30-Oct-99	20:28	Saturday Night Movie
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WGN	30-Oct-99	20:49	Saturday Night Movie
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WGN	31-Oct-99	20:32	Jack And Jill
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WGN	8-Nov-99	20:59	Safe Harbor
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WLS	7-Dec-99	17:12	5 PM Local News
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WLS	8-Dec-99	17:32	5 PM Local News
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WLS	13-Dec-99	18:11	6 PM Local News
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WLS	14-Dec-99	16:57	4PM Local News
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WLS	14-Dec-99	19:18	Spin City
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WLS	15-Dec-99	19:18	Two Guys And A Girl
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WLS	19-Dec-99	9:04	9 AM Local News
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WLS	19-Dec-99	22:17	10 PM Local News
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WLS	10-Jan-00	20:22	Wheel Of Fortune
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WMAQ	30-Oct-99	21:34	Profiler
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WMAQ	13-Nov-99	21:33	Profiler
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WMAQ	30-Nov-99	16:40	4:30 PM Local News
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WMAQ	30-Nov-99	18:15	6 PM Local News
AMERTL-2393	House Slamming	Slamming Protectio	Chicago*	WMAQ	6-Dec-99	16:46	9 PM Local News

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Exhibit 2.1

Attachment "AG-I"

AMERTL-2393 House Slamming Slamming Protectio Chicago*
AMERTL-2393 House Slamming Slamming Protectio Chicago*

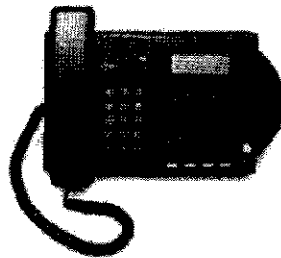
WMAQ
WMAQ

7-Dec-99
19-Dec-99

22:15 10 PM Local News
22:14 10 PM Local News

You've secured everything from your business' files to its web site.

Think. Is there anything you missed?



Last year, thousands of businesses had their local toll service switched without their knowledge. It's called slamming. It's illegal. And it can happen to any business. Including yours. To learn more about slamming and how to protect your business, visit our web site at www.ameritech.com/slamming.

For free slamming protection, call Ameritech at 1-888-779-SLAM.

in a world of technology, people make the difference. 

AD CODE: AMERTL-2094

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Exhibit 2.1
Attachment "AG-L"



To protect your business from intruders,
you have to know how they get in.

They use the phone. As a result, thousands of businesses had their local toll service switched last year without their knowledge. It's called slamming. It's illegal. And it can happen to any business. Including yours. To learn more about slamming and how to protect your business, visit our web site at www.ameritech.com/slamming.

For free slamming protection, call Ameritech at 1-888-779-SLAM.

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AD CODE: AMERTL-2103

MASTERCOD	PRODUCT_NAME	DATE_FIRST_RU	GEO_NAM	PUBLICATION_NAME	INSERTION_DAT	EDITIO	AD_SIZE	COLO	COST
AMERTL-2094	Slamming Protection	11-Feb-99	Chicago*	Chicago Sun-Times	11-Feb-99	FULL RU	5x14		25.1
AMERTL-2094	Slamming Protection	11-Feb-99	Chicago*	Chicago Tribune	11-Feb-99	FULL RU	5x14		26.2
AMERTL-2094	Slamming Protection	11-Feb-99	Chicago*	Chicago Tribune	22-Feb-99	FULL RU	5x14		26.2
AMERTL-2094	Slamming Protection	11-Feb-99	Chicago*	Chicago Tribune	24-Feb-99	FULL RU	5x14		26.2
AMERTL-2094	Slamming Protection	11-Feb-99	Chicago*	Chicago Tribune	25-Feb-99	FULL RU	5x14		26.2
AMERTL-2094	Slamming Protection	11-Feb-99	Milwaukee	Milwaukee Business Journ	12-Feb-99	FULL RU	Cover		3.7
AMERTL-2094	Slamming Protection	11-Feb-99	Milwaukee	Milwaukee Journal Sentine	11-Feb-99	FULL RU	5x14		5.7
AMERTL-2103	Slamming Protection-Busines	15-Feb-99	Chicago*	Chicago Sun-Times	23-Feb-99	FULL RU	5x14		25.1
AMERTL-2103	Slamming Protection-Busines	15-Feb-99	Chicago*	Chicago Sun-Times	25-Feb-99	FULL RU	5x14		25.1
AMERTL-2103	Slamming Protection-Busines	15-Feb-99	Chicago*	Chicago Tribune	15-Feb-99	FULL RU	5x14		26.2
AMERTL-2103	Slamming Protection-Busines	15-Feb-99	Chicago*	Wall Street Journal	22-Feb-99	CHICAG		1776	11.5
AMERTL-2103	Slamming Protection-Busines	15-Feb-99	Milwaukee	Milwaukee Business Journ	19-Feb-99	FULL RU	Full		3.7
AMERTL-2103	Slamming Protection-Busines	15-Feb-99	Milwaukee	Milwaukee Journal Sentine	15-Feb-99	FULL RU	5x14		5.7
AMERTL-2103	Slamming Protection-Busines	15-Feb-99	Milwaukee	Milwaukee Journal Sentine	18-Feb-99	FULL RU	5x14		5.7
AMERTL-2103	Slamming Protection-Busines	15-Feb-99	Milwaukee	Milwaukee Journal Sentine	22-Feb-99	FULL RU	5x14		5.7



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Attachment "AG-N"

Electronic Authorization

Operational Test Results

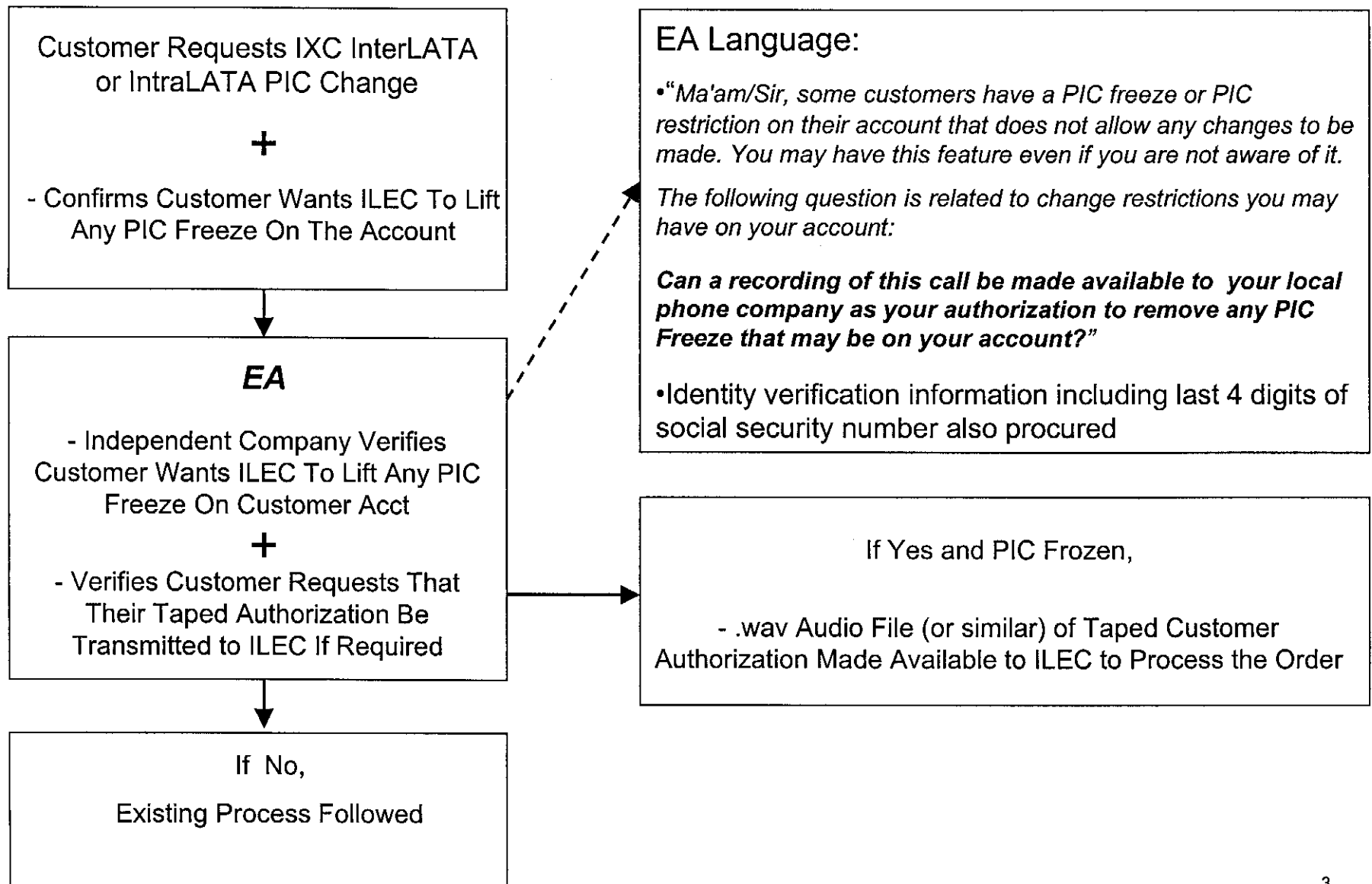
September 4, 2001

Electronic Authorization: Allows Customers To Directly Notify LEC to Lift PIC Freeze

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Exhibit 2.1
Attachment "AG-N"

1. Customer authorizes PIC freeze lift via electronic voice recording
2. Independent company makes all recordings available for local phone company review
3. Local phone company hears authorization and processes order

Electronic Authorization Process



EA Test Objectives

1. Understand consumer acceptance of electronic voice recordings being made available to the LEC as authorization
2. Assess technical process of collection and transmission of digitally recording electronic authorizations to LEC
3. Determine overall success rate of resulting PIC changes to MCI

Most Consumers Embraced New Method For Lifting PIC Freeze

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Exhibit 2.1

Attachment "AG-N"

- 94% of customers in the test agreed to use EA and allow a recording of their authorization be made available to their LEC to remove the PIC Freeze on their account

<u>Total Results of Test</u>		<u>Customers</u>	<u>Percent of Orders</u>
• PIC Freeze rejects in test		204	
• Customer did not agree to EA		11	6%
• Customer agreed to use EA		193	94%
<u>EA Approval</u>		<u>Customers</u>	<u>Percent of Orders</u>
• EA forwarded to LEC		160	78%
• EA not forwarded to LEC		44	22%
– Customer did not agree to EA	11 (25%)		
– Recording Quality (Vol or Static)	9 (20%)		
– Customer Confused -	4 (9%)		
– Outdated WAV File -	8 (18%)		
– WAV Files Not Found -	12 (27%)		

LEC Processing Results Also Show the Test to be a Success

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LEC Processing Results	Customers	Percent of Orders Sent
• EA request processed	90	56%
• EA request not processed	70	44%
– PIC change to MCI completed prior to EA	40 (25%)	
– PIC change to other carrier prior to EA	11 (7%)	
– EA not processed	19 (12%)	
• Disconnected number or party providing EA was not on the account		
• Total customers with MCI after test concluded	130	81%

Test Technically Successful

- Test proved transfer and review of digitally recorded .WAV files technically sound
- Only required off-the-shelf software to review EA files
- PIC change orders verified as successful and confirmation transactions received via standard (CARE) interface

Consumer Benefits Realized During Test

- Consumer Satisfaction
 - Consumer expectations met
 - No need to participate in multiple phone calls
- Consumer Protection
 - The customer's PIC freeze protection is not compromised because the ILEC actually heard the consumer's oral request